

Department of Technology Services

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August 14, 2018




Utah Department of
Technology Services

Utah's Business Portal (Single Sign On)

A SECURE ONLINE SERVICE FROM UTAH.GOV

Subscribers FAQs Support Font Size: A A



BUSINESS PORTAL
UTAH'S BUSINESS PORTAL

[Action Items](#)

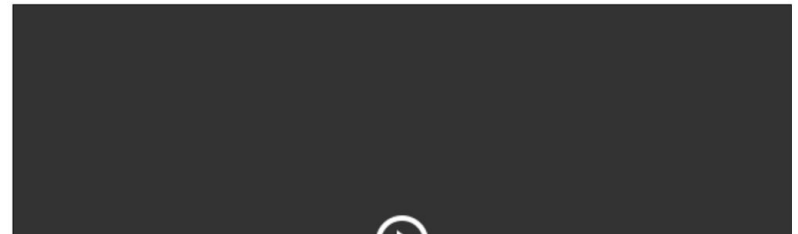
[Businesses](#)

[Account](#)

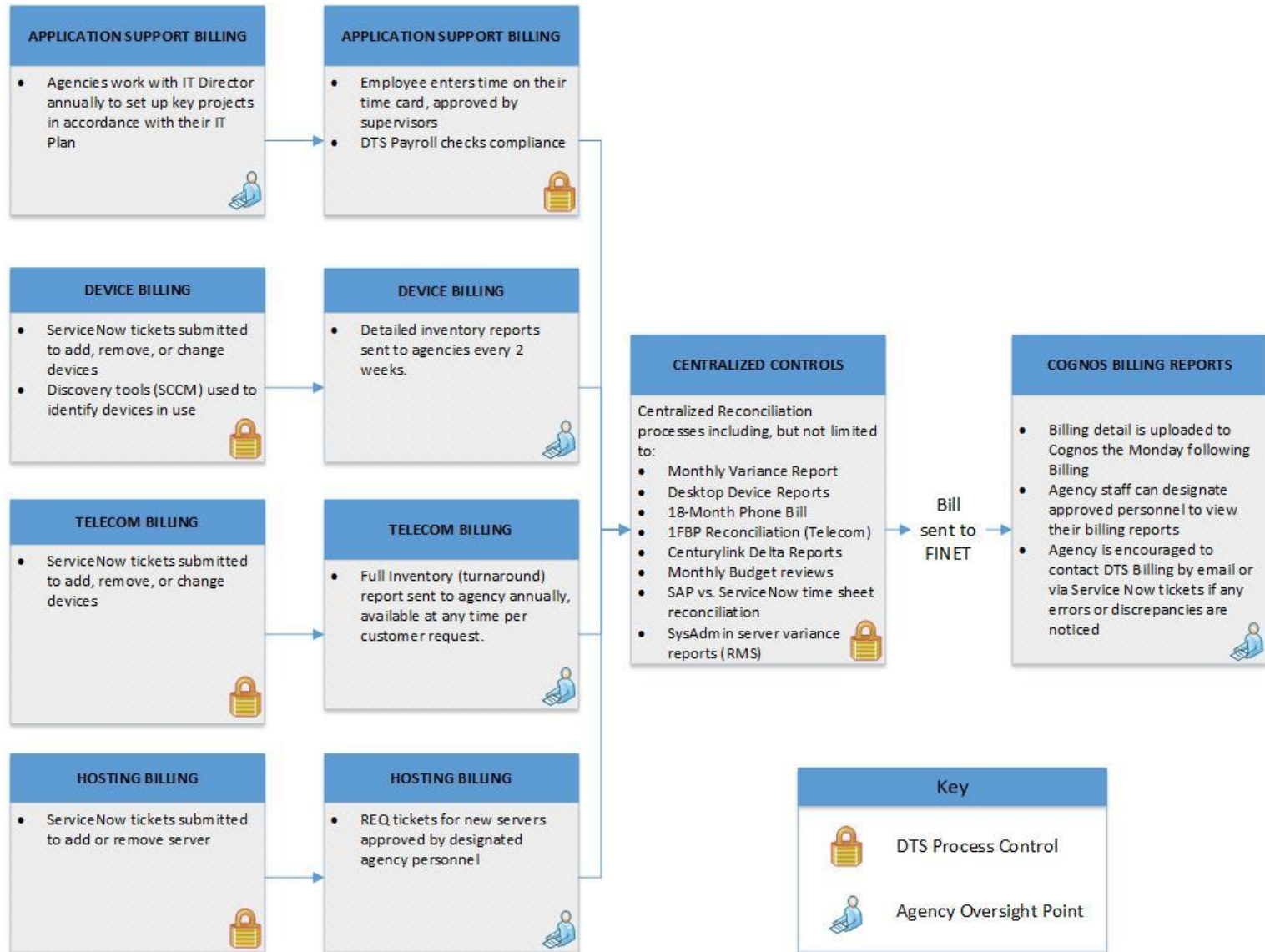


Welcome to Utah.gov's Business Portal where businesses can view and manage their businesses, receive alerts and update addresses from a single location. View the video to learn more, then click "Get Started".

- Receive alerts and notices for renewals, unemployment insurance and taxes
- Update addresses across different Utah State Agencies all at once
- Easily connect to state services such as UCC filings, Professional



Billing Controls Overview



DTS Billing Dashboard

Account Level Reports:

Line Item

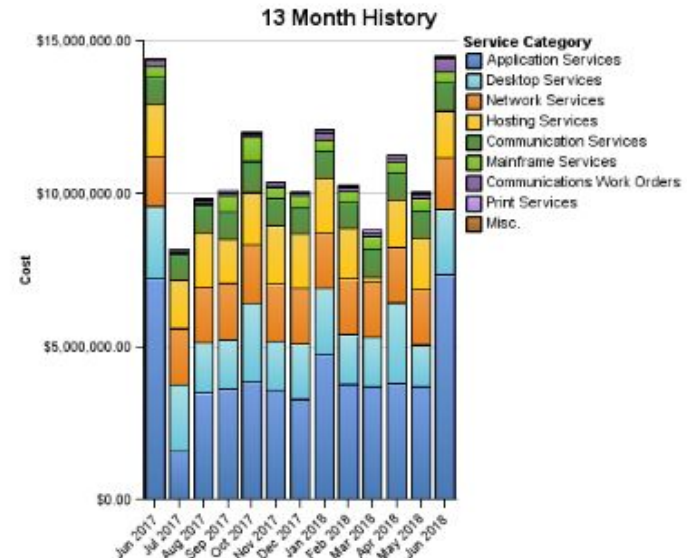
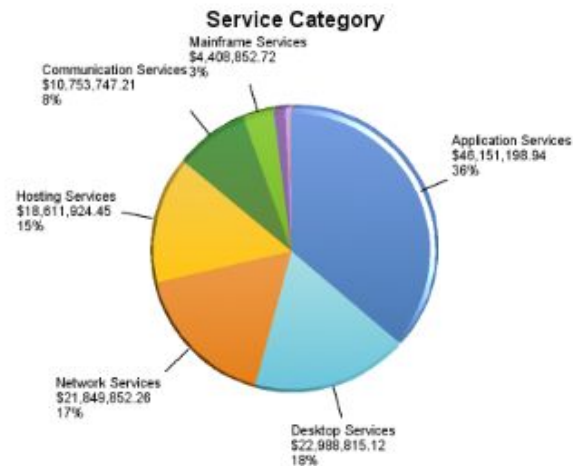
Appropriation

Unit

ELCID

FINET Doc ID

Detail






Service Category	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Total
Application Services	\$1,540,932.50	\$3,456,213.52	\$3,589,964.48	\$3,830,642.04	\$3,566,126.00	\$3,265,658.11	\$4,719,949.45	\$3,750,111.08	\$3,668,001.27	\$3,771,322.89	\$3,669,873.22	\$7,322,404.38	\$46,151,198.94
Communication Services	\$622,160.85	\$659,854.27	\$662,015.01	\$1,019,155.55	\$895,331.36	\$881,695.04	\$904,398.22	\$850,045.54	\$945,265.05	\$890,338.20	\$903,533.00	\$919,955.10	\$10,753,747.21
Communications Work Orders	\$52,166.35	\$86,912.39	\$87,139.81	\$83,003.80	\$105,892.76	\$105,866.59	\$217,934.92	\$132,068.28	\$166,738.96	\$128,387.16	\$141,049.24	\$416,331.99	\$1,723,282.25
Desktop Services	\$2,205,969.12	\$1,643,619.51	\$1,621,904.38	\$2,576,674.86	\$1,605,184.80	\$1,793,150.29	\$2,158,471.90	\$1,613,008.30	\$1,617,873.82	\$2,645,965.04	\$1,376,524.01	\$2,126,449.09	\$22,988,815.12
Hosting Services	\$1,595,363.20	\$1,780,633.06	\$1,458,108.28	\$1,718,058.21	\$1,915,921.00	\$1,773,330.95	\$1,794,510.12	\$1,656,171.43	\$148,154.38	\$1,564,822.62	\$1,678,820.55	\$1,526,032.67	\$18,611,924.45
Mainframe Services	\$61,059.25	\$57,666.05	\$572,192.49	\$796,130.29	\$362,409.96	\$364,461.86	\$365,362.57	\$361,713.72	\$366,913.61	\$365,947.60	\$367,725.06	\$367,230.26	\$4,408,852.72
Misc.	\$6,536.72	\$8,459.14	\$5,976.58	\$7,101.49	\$7,954.87	\$6,015.37	\$9,622.84	\$6,752.38	\$6,151.14	\$5,239.57	\$19,068.20	\$47,016.40	\$137,894.70
Network Services	\$1,628,337.06	\$1,845,713.86	\$1,833,596.04	\$1,896,967.98	\$1,834,677.54	\$1,817,964.05	\$1,817,230.27	\$1,820,097.37	\$1,817,968.32	\$1,808,326.93	\$1,811,868.41	\$1,715,084.43	\$21,849,852.26
Print Services	\$64,159.43	\$73,616.97	\$58,228.40	\$59,045.25	\$72,078.87	\$61,108.93	\$95,023.45	\$61,304.30	\$61,732.39	\$60,235.30	\$62,450.58	\$56,355.97	\$785,339.85
Total	\$8,178,684.48	\$9,812,688.77	\$10,085,123.47	\$11,990,775.46	\$10,365,377.17	\$10,069,261.19	\$12,082,523.74	\$10,251,272.41	\$8,758,818.94	\$11,240,605.32	\$10,030,912.28	\$14,500,860.29	\$127,410,907.50

Example: Adding a New Computer Device

Agency Approvals

Approval for = REQ0056887		
		 State ▲
		 Approver
		Requested Stacy Carroll

DTS Tasks Created

 Request state	 Stage	 Created ▼
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
Pending Approval	   	2018-07-30 10:22:42

Device in Billable Status

Asset tag	5CG5152D54 1AEA
Asset Code	1AEA
Serial number	5CG5152D54
State	In use

Desktop Reports

Weekly Desktop DTS Reports:

1. Active devices in use.
2. Active devices, but not used for 30 days.
3. Devices discovered on the network that are not in inventory.

Desktop Agency Reports sent every 10 days:

1. All current billable devices.
2. Devices without billing information.
3. Devices with possible incorrect billing information.

Internal Controls Assessments

DTS Internal Controls Billing ICA Schedule

Billing Category	FY 2019				FY 2020			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1. Application	X							
2. Device Billing					X			
3. Telecom Billing			X					
4. Hosting Billing							X	
5. Print & Mainframe		X						
6. Communications Work Orders						X		
7. Software & Direct Purchases				X				
8. AGRC & Other								X

Retained Earnings FY17

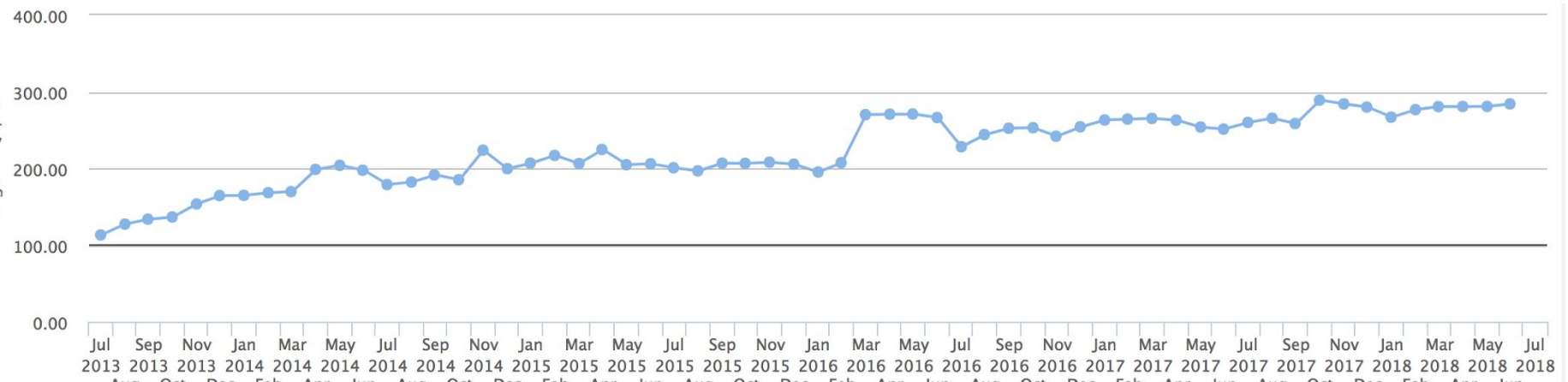
DTS Service	RE Balance by Service	Federal Oversight Excess Balance
Desktop	\$(2,660,312)	\$(5,272,051)
Hosting	\$3,740,478	\$(426,892)
Mainframe	\$1,689,194	\$(322,420)
Application Development	\$388,163	\$(5,470,913)
Printing	\$9,643	\$(206,642)
Communication	\$1,319,065	\$(1,175,077)
Network	\$1,895,588	\$(167,571)
Total	\$6,381,818	\$(11,833,070)

Performance Measures

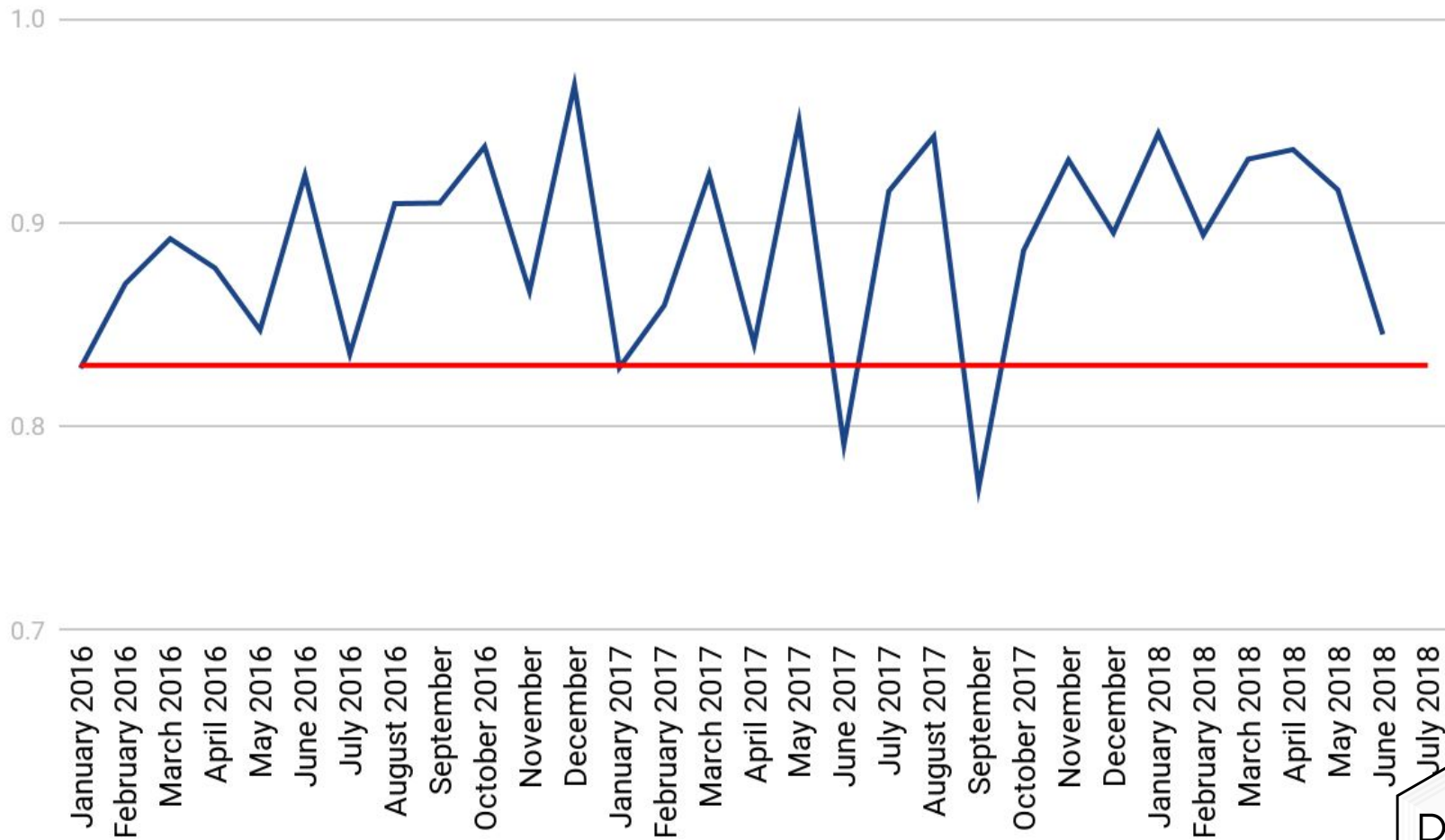
CIO



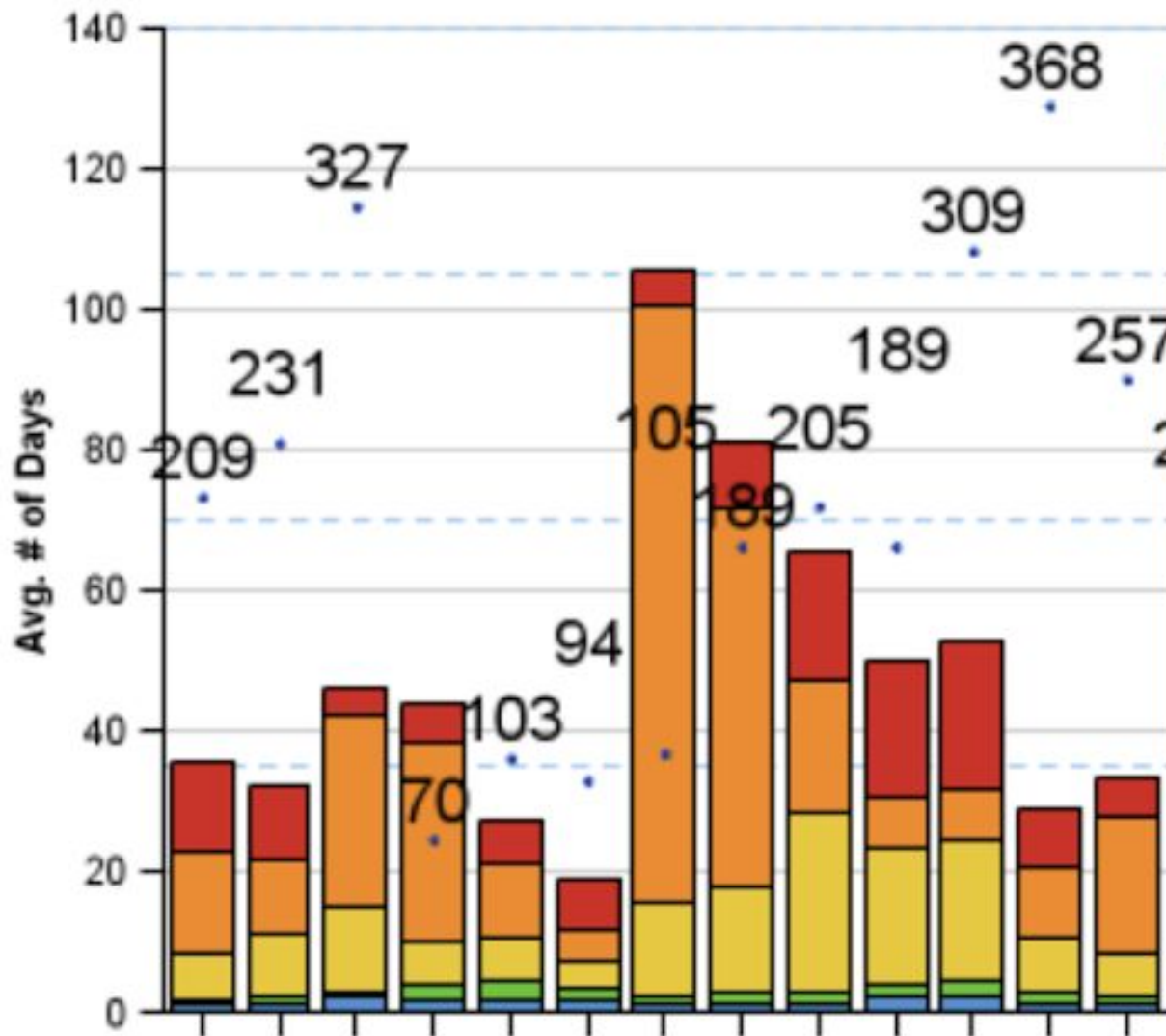
Data Security



Application Development



Computer Procurement & Deployment

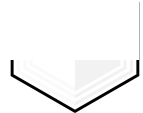
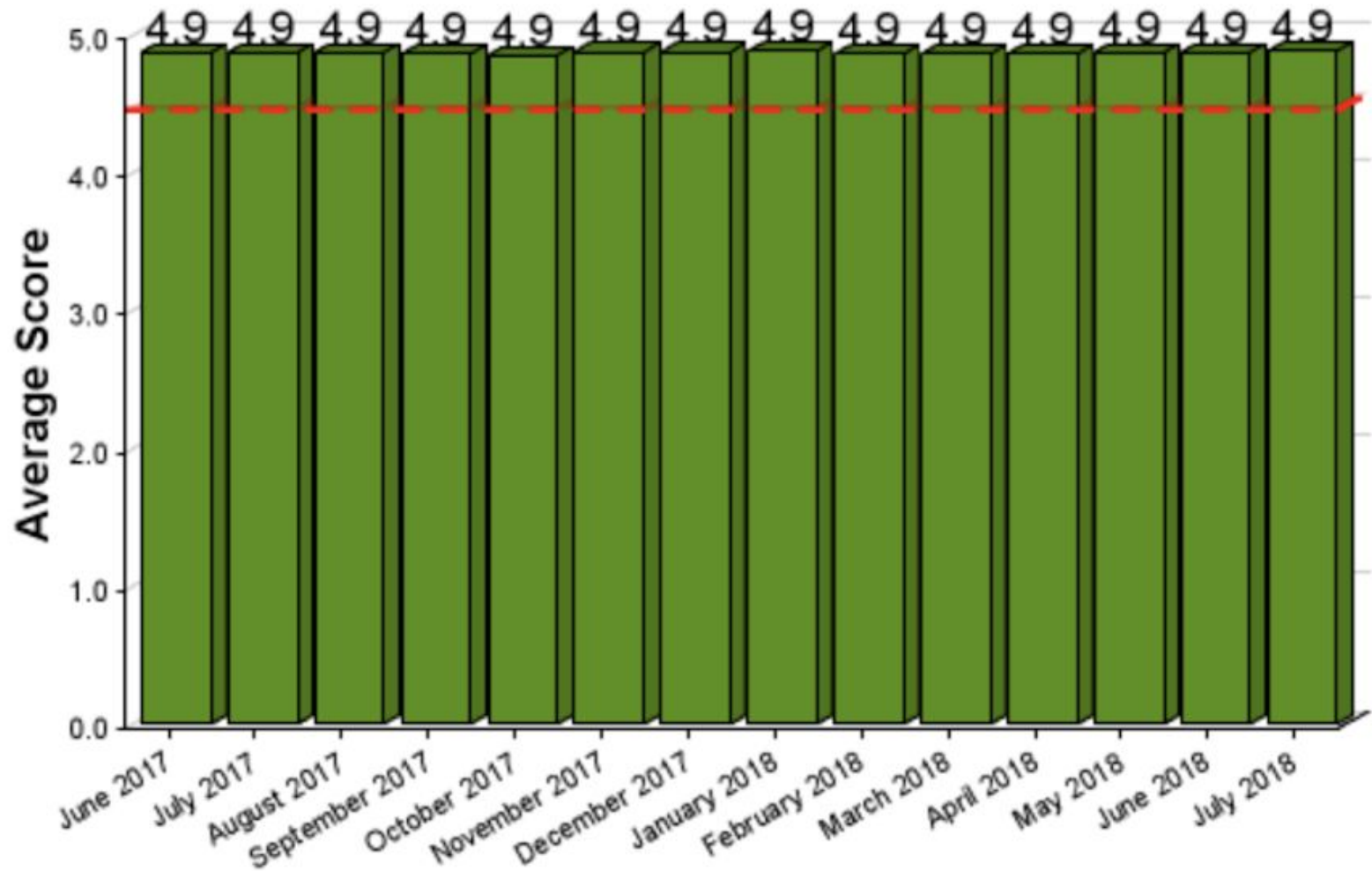


Performance Measures

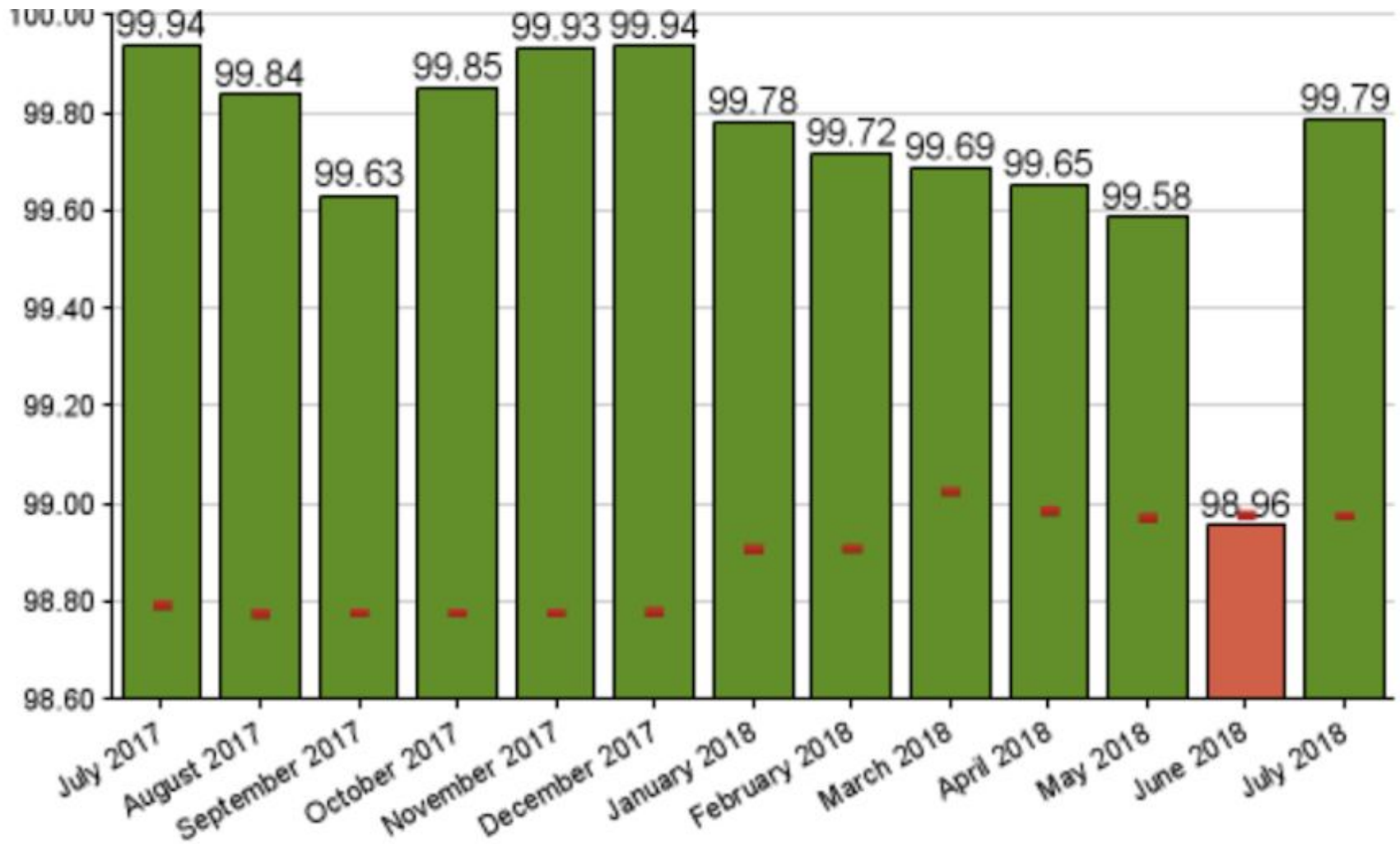
ISF



Customer Satisfaction



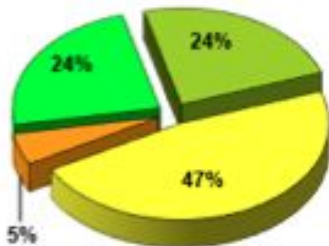
Application Availability



Competitive Rates

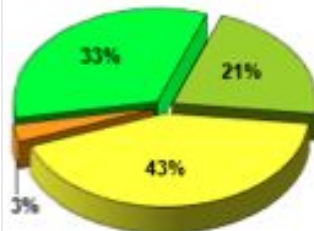
FY10

Ninety-two percent (92%) of the DTS Rates were found to be "Reasonable" to "Best Value"



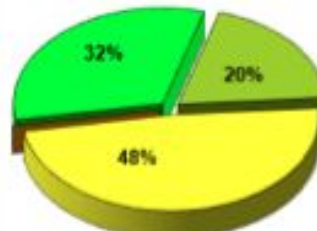
FY11

Ninety-seven percent (97%) of the DTS Rates were found to be "Reasonable" to "Best Value"



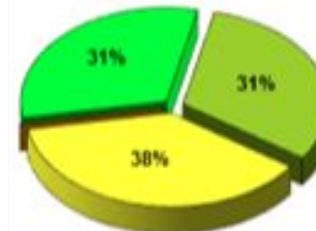
FY12

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY13

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



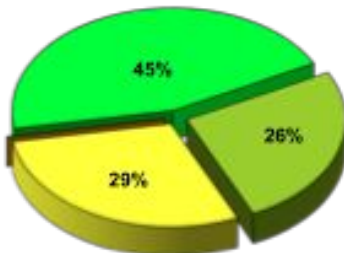
FY14

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



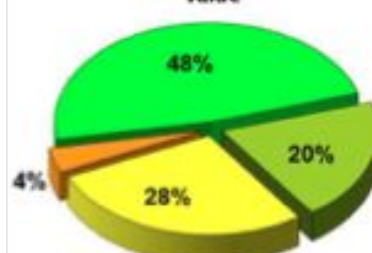
FY15

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY16

Ninety-six percent (96%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY17

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"

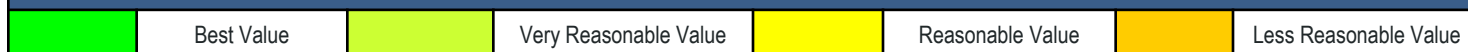


FY18

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



Value Legend



DTS

Performance Measures - AGRC

- **State Geographic Information Database, GIS Server**
Availability: 99.99% Availability (Goal = 99.0%)
- **Countywide Update Transactions for Critical Statewide 911 Road & Address GIS Data**
 - Updates from Class 1- 2 Counties **113** (*Goal = 50 / yr*)
 - Updates from Class 3 - 6 Counties **75**
 - *Total Update Transactions from All Counties* **188**
(*Goal = 120 / yr*)
- **TURN High Precision GPS Subscription Service:**
99.70% Availability (Goal = 99.0%)

